

The City of Charles Sturt

Engagement Plan

West Lakes Residential and Mixed Use Draft Code Amendment (Privately Funded)

Engagement Plan

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1. Background information

The Affected Area for the proposed rezoning includes land located in the suburb of West Lakes bordered by Frederick Road to the east, Lochside Drive to the south, existing residential land uses to the north and existing residential land uses and the Lake to the west (refer to **Figure 1**).

The Affected Area is currently zoned Infrastructure Zone under the South Australian Planning and Design Code.

The State Planning Policies and Regional Plan seek to manage the impacts of population growth by enabling residential growth through infill development.

The surrounding locality is characterised by low density housing stock. This, along with the area's proximity to established services provides the opportunity to consider mixed use outcomes and a higher density residential development. As such, it is proposed that the subject land be investigated for rezoning under the South Australian Planning and Design Code to facilitate a mixed-use environment, which allows for higher residential densities and commercial opportunities.

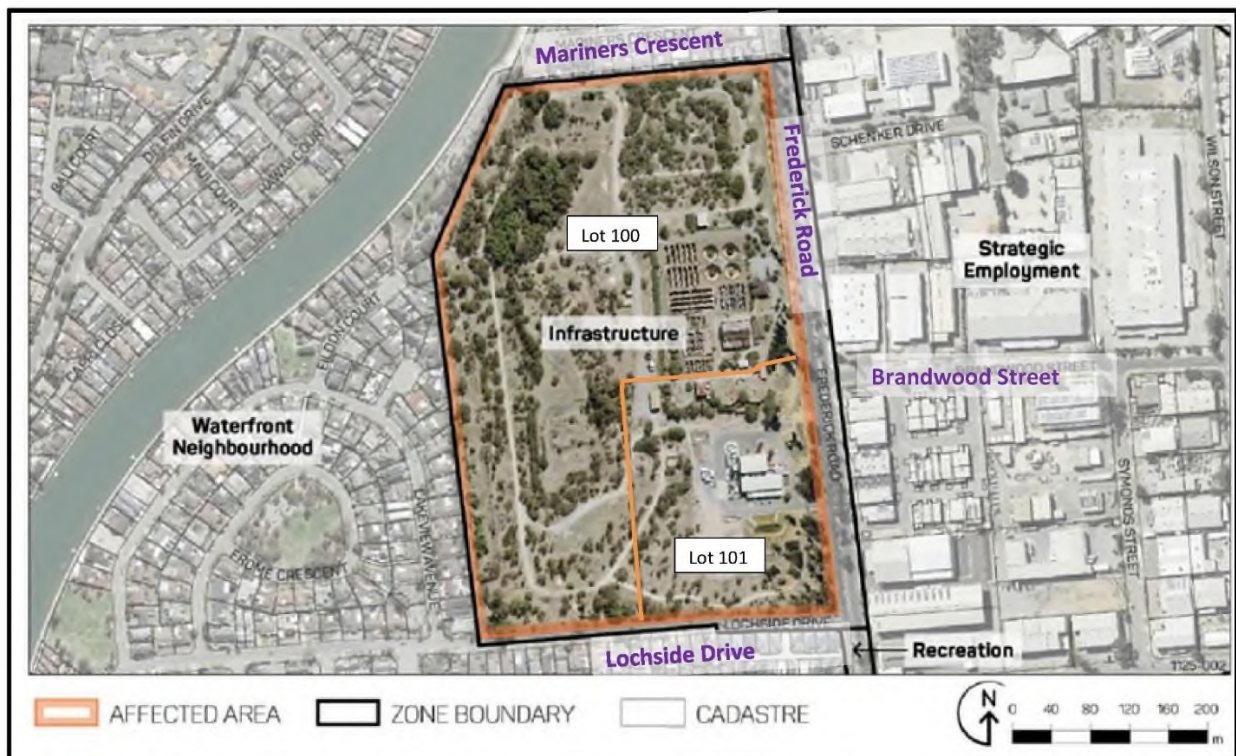


Figure 1: Affected Area and locality zoning

2. Status of the Code Amendment

The Code Amendment process includes a number of steps which must be undertaken before any changes to zoning or policy can be implemented. An overview of the Code Amendment processes can be viewed on the SA Planning Portal website at https://plan.sa.gov.au/have_your_say/code_amendments. The current stage of this Code Amendment Process is at the Initiated Stage as shown below (refer to Figure 2 – current step highlighted in RED).

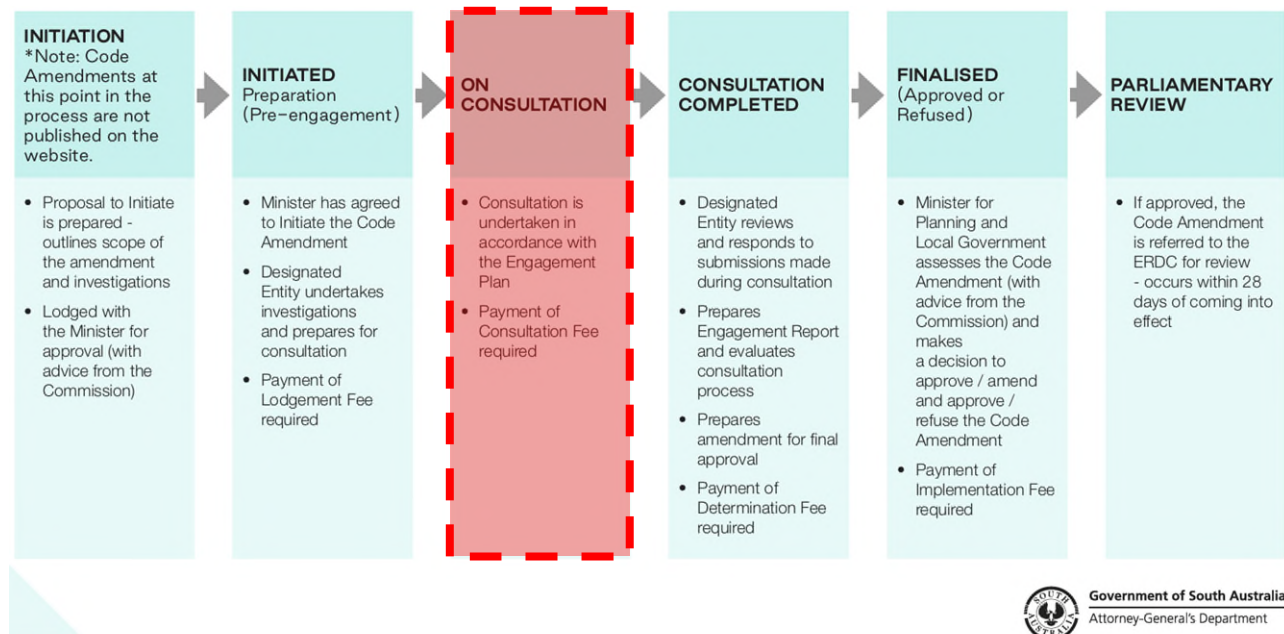


Figure 2 – Code Amendment Steps

3. Engagement purpose

The purpose of the engagement process is to inform and consult on the proposed rezoning of the Affected Area to enable the facilitate future development of the Affected Area for residential development and non-residential commercial type land uses.

4. Engagement objectives

This engagement plan includes the following objectives to ensure consistency with the Government's Community Engagement Charter Principles:

- To ensure our Charles Sturt community has easy access to the appropriate information about the proposed Code Amendment.
- To provide easy to understand written and graphic materials that explain and demonstrate the impacts of the proposed policy change on the scale of built form in the area. To give opportunities for stakeholder engagement to inform the amendment.
- To gain input from community and stakeholders in ways that are inclusive and engaging and inform the amendment.
- To ensure that all affected and interested stakeholders have the ability to provide input.
- The process builds positive relationships between Council and the community, and positions Charles Sturt as an organisation that is providing sound management decisions.
- Information is provided to the Charles Sturt community of the decision following the completion of the consultation process.
- To comply with the Community Engagement Charter and the *PDI Act 2016*.

5. Stakeholder identification and analysis

The primary audience for the engagement of this Code Amendment are the adjacent land owners and the broader West Lakes community. Overall, the aim of the engagement process is to provide a level of engagement to ensure that all feedback through submissions received are understood, considered and reflected in the Code Amendment process. A stakeholder approach has been prepared and is detailed in Part 8, with a summary of this analysis provided in **Table 1** below outlining the following agencies, State and Federal Members of Parliament, and interested parties that Council will consult with during the consultation stage of the draft Code Amendment:

Inform & Consult	<p>Land owners and occupiers within and adjacent to the Affected Area</p> <p>State Planning Commission</p> <p>Planning and Land Use Services Attorney-General's Department</p> <p>Local Government Association</p> <p>Department for Infrastructure and Transport (DIT) – Transport Assessment</p> <p>Department for Infrastructure and Transport (DIT) – Public Transport Services</p> <p>State Emergency Services</p> <p>South Australian Police (SAPOL)</p> <p>SA Ambulance Service</p> <p>South Australian Metropolitan Fire Service</p> <p>Department for Water and Environment</p> <p>Department for State Development</p> <p>Environment Protection Authority</p> <p>Department for Education</p> <p>SA Housing Authority</p> <p>Office for Recreation, Sport and Racing</p> <p>Australian Civil Aviation Safety Authority (CASA)</p> <p>Adelaide Airport Limited</p> <p>Department of the Premier and Cabinet - Aboriginal Affairs and Reconciliation</p> <p>Kaurna Yerta Aboriginal Corporation</p> <p>Ramindjeri Heritage Association Incorporated</p> <p>SA Health (Department for Health and Wellbeing)</p> <p>Service providers</p> <p>State Member for Lee</p> <p>Federal Member for Hindmarsh</p> <p>Neighbouring Council's</p>	<ul style="list-style-type: none"> • Direct correspondence (e-mail / letters) • Public notice in the Advertiser • Website information • Hard copies of the draft Code Amendment made available in Council's Civic Centre and libraries • Information Brochure • Invitation to attend two information drop-in sessions.
Inform & Consult	General Public	<ul style="list-style-type: none"> • Public notice in the Advertiser • Website information • Hard copies of the draft Code Amendment made available in Council's Civic Centre and libraries • Information Brochure • Invitation to attend two information drop-in sessions.

Table 1 – Summary of Stakeholder Analysis

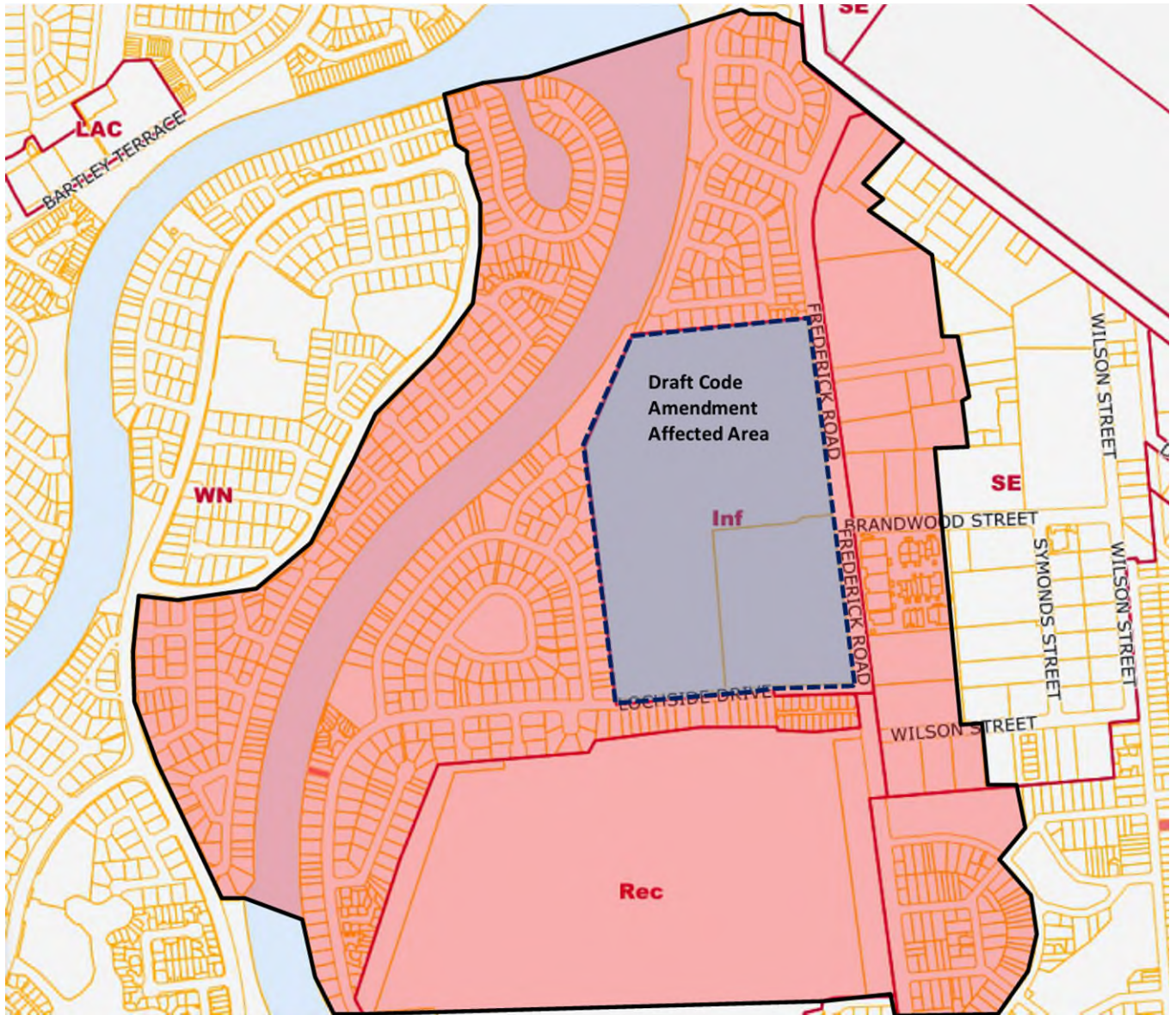


Figure 3 - Indicative location of mail-out for adjacent land owners/ occupiers -

7. Scope of Influence

Aspects of the draft Code Amendment process which stakeholders and the community **can** influence are:

- The type of zone(s) selected for the Affected Area, and the extent of its spatial application across the Affected Area.
- Potential building heights applicable to parts of the zones, as well as other applicable 'Technical and Numerical Variations' (TNV) that are available to the selected zone(s).
- The desired location of future public open space.
- Desired pedestrian, cycle linkages

Aspects of the draft Code Amendment process which stakeholders and the community **cannot** influence are:

- The geographic extent of the Code Amendment Affected Area.
- The creation or amendment of existing policy contained within the South Australian Planning and Design Code.
- The extent and placement of desired land uses.
- The percentage of physical public open space contribution (legislated).
- The design of future development proposals eg: dwelling applications.
- The type of future non-residential development proposals.
- The design of future public open space.

8. Key Messages

The following key messages will underpin the engagement regarding the draft Code Amendment:

- The City of Charles Sturt is proposing to rezone a portion of the Affected Area from Infrastructure Zone to the Urban Renewal Neighbourhood Zone in order to facilitate low to higher density residential, mixed use development to make better use of the site's proximity to transport options, established services, the lake frontage and associated recreation areas and western beaches. The draft Code Amendment also proposes appropriate buffering and open space opportunities surrounding the SA Water re-lift facility which is to remain on Lot 101.
- A Code Amendment process is required to enable this re-zoning.

9. Level of Participation

The level of engagement for this project is based on the International Association of Public Participation (IAP2) Spectrum as it is well known and used by local governments.

The following level of engagement is proposed:

Inform	Consult
<i>To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.</i>	<i>To obtain public feedback on analysis, alternatives and/or decisions.</i>

10. Stakeholder and community mapping

Stakeholder	Level of interest in the project (i.e. high, medium or low)	Potential nature of interest in the project and/or the potential impact of the project	Stakeholder needs/expectations for engagement in the project	Level of engagement
Landowners and occupiers within and adjacent to the Affected Area	High	<ul style="list-style-type: none"> How the proposed rezoning will affect the general locality. How the proposed rezoning will affect the nature of traffic in the locality. 	<p>That they will be kept informed, listened to, their written submissions are acknowledged in the Code Amendment engagement process.</p> <p>Direct stakeholders to the SA Planning Portal and Council's Your Say website to provide up to date information on the status of the draft Code Amendment process.</p> <p>Acknowledgment to all written submissions received.</p> <p>Following the conclusion of the draft Code Amendment engagement process (post Public Meeting) prepare emails or letters to persons who provided written submissions with an invitation to fill out a survey to seek feedback on the engagement process.</p> <p>Prepare emails or letters to all persons that provided a written submission to advise of Council's decision on the Code Amendment process following a decision of Council.</p>	Inform and Consult
Department for Infrastructure and Transport (DIT) – Transport Assessment Department for Transport and Infrastructure (DIT) – Public Transport Services		<ul style="list-style-type: none"> Affected Area adjacent to a DIT controlled road/intersections. Proposed rezoning will facilitate additional population in the locality and consideration for future public transport services. 		
Department for Water and Environment		<ul style="list-style-type: none"> Potential for stormwater management. 		
Environment Protection Authority		<ul style="list-style-type: none"> The draft Code Amendment seeks to accommodate a more sensitive land use over the Affected Area. 		
Civil Aviation Safety Authority (CASA) Adelaide Airport Limited State Planning Commission Planning and Land Uses Services Attorney General's Department State Emergency Services SA Metropolitan Fire Service South Australian Police (SAPOL) SA Ambulance Service South Australian Metropolitan Fire Service Department for Education SA Health (Department for Health and Wellbeing) Department of the Premier and Cabinet - Aboriginal Affairs and Reconciliation Kurna Yerta Aboriginal Corporation Ramindjeri Heritage Association Incorporated SA Housing Authority Electranet Pty Ltd Epic Energy SA Power Networks APA Group SA Water NBN Telstra Optus Vodafone State Member for Lee Federal Member for Hindmarsh Local Government Association Neighbouring Council's	Medium	<ul style="list-style-type: none"> Identified as a required direct consultation. 		
General community	Low	<ul style="list-style-type: none"> Keep informed in the overall process of the draft Code Amendment; To provide feedback on the draft Code Amendment. 		

Table 2 - Stakeholder and Community Mapping

11. The Engagement Approach

Stage	Objective	Stakeholders/target audience	Engagement level	Engagement activity	Timing	Who's responsible?	Resources required	Risks and mitigation
Code Amendment Engagement	<ul style="list-style-type: none"> Share information about the draft Code Amendment Explain the rationale for the draft Code Amendment Review feedback received through the written submissions and verbal submissions made at the Public Meeting. Inform and amend where appropriate the policy within the draft Code Amendment through the preparation of the Engagement Report. 	Landowners and occupiers within and adjacent to the Affected Area Department for Infrastructure and Transport (DIT) – Transport Assessment Department for Transport and Infrastructure (DIT) – Public Transport Services Department for Water and Environment Environment Protection Authority Civil Aviation Safety Authority (CASA) Adelaide Airport Limited State Planning Commission Planning and Land Uses Services Attorney General's Department State Emergency Services SA Metropolitan Fire Service South Australian Police (SAPOL) SA Ambulance Service South Australian Metropolitan Fire Service Department for Education SA Health (Department for Health and Wellbeing) Department of the Premier and Cabinet - Aboriginal Affairs and Reconciliation Kaurna Yerta Aboriginal Corporation Ramindjeri Heritage Association Incorporated SA Housing Authority Electranet Pty Ltd Epic Energy SA Power Networks APA Group SA Water NBN Telstra Optus Vodafone State Member for Lee Federal Member for Hindmarsh Local Government Association Neighbouring Council's	Inform and Consult	<ul style="list-style-type: none"> Direct correspondence (letters / e-mails) Public notice in the Advertiser Website information Hard copies for viewing at Council's Civic Centre and libraries Invitation to attend two information drop-in sessions Public Meeting to hear any verbal submissions after the consultation process Post-consultation survey to all written submissions received after the Engagement process to seek feedback on the consultation process. 	Eight (8) week consultation process. Date of consultation Wednesday 28 September 2022 to Thursday 24 November 2022 Date of Public Meeting TBC (following the completion of the local government elections)	City of Charles Sturt	<ul style="list-style-type: none"> Letters / e-mails SA Planning Portal – Have Your Say City of Charles Sturt Website – YourSay Information Brochure Civic Centre and libraries 	<ul style="list-style-type: none"> Allow for a wide stakeholder audience to ensure all feedback, comments and concerns are captured to inform the draft Code Amendment process. Allow for a wide range of engagement resources to accommodate different stakeholder groups.
		General community		<ul style="list-style-type: none"> Public notice in the Advertiser Website information Hard copies for viewing at Council's Civic Centre and libraries Invitation to attend two information drop-in sessions Public Meeting to hear any verbal submissions after the consultation process. Post-consultation survey to all written submissions received after the Engagement process to seek feedback on the consultation process. 			<ul style="list-style-type: none"> SA Planning Portal – Have Your Say City of Charles Sturt Website – YourSay Information Brochure Civic Centre and libraries 	

Table 3 – The Engagement Approach

12. Community Engagement Plan

The scope for community engagement includes the following steps and timing.

Step	Title	Description
1.	Agreement from the Minister to Initiate a Code Amendment process and pre-statutory consultation	<ul style="list-style-type: none"> Prepare information on the SA Planning Portal and Council's YourSay website to advise of the Code Amendment process underway. Following the initiation of the Code Amendment through the agreement from the Minister for Planning, a mail-out (approximately 950 letters) was undertaken to land owners and occupiers within and adjacent to the Affected Area in October 2021. This pre-consultation process was undertaken to advise of Council's intention to initiate a Code Amendment and investigations, the steps in the Code Amendment process, and when there will be an opportunity to review and make comment on a draft Code Amendment once prepared and endorsed by Council, for the purposes of statutory consultation.
2.	Prepare Engagement Plan	<ul style="list-style-type: none"> Prepare a draft Engagement Plan in relation to the matter.
3.	Authorise Engagement Plan	<ul style="list-style-type: none"> Obtain approval of the draft Engagement Plan from Council
4.	Undertake Engagement	<p>The engagement activities include the following:</p> <ul style="list-style-type: none"> A copy of the draft Code Amendment in the SA Planning Portal. A public notice in the Advertiser Newspaper. Information on Council's 'Your Say Charles Sturt' website, with information on the draft Code Amendment including, but not limited to a copy of the draft Code Amendment, FAQs and information on how to make a submission. Copies of draft Code Amendment and information brochure to be made available at Council Civic Centre and libraries. Invitation to prepare written submissions online or via post. A written notice to all stakeholders and target audience as detailed in Table 3, inviting them to review and comment on the draft Code Amendment. Prepare an Information brochure on the draft Code Amendment including but not limited to the proposed policy amendments, how interested persons can comment. Invitation to attend two information drop-in sessions. A Public Meeting to be held after the consultation process to hear any verbal submissions.
5.	Consider Written Submissions	<ul style="list-style-type: none"> Acknowledge written submissions received. Review and consider written submissions received. Copy of written submissions received made publically available on Council's YourSay website at the end of the consultation date. Engagement survey to all written submissions received after engagement process to seek feedback on the engagement process.
6.	Prepare Report	<ul style="list-style-type: none"> Prepare an Engagement Report which: <ul style="list-style-type: none"> Summarises the engagement process and outcomes. Present comments on the feedback provided. Make recommended responses. Review of Engagement Survey results.
7.	Council Decision	<ul style="list-style-type: none"> Council Members will consider an Engagement Report and recommendation(s) and decide on the matter. Communicate Council's decision and next steps in the Code Amendment process through Council's YourSay website and in writing to all persons who provided written submissions. The Engagement Report and Code Amendment Report to be made publically available on Council's YourSay website and on the SA Planning Portal.
8.	Minister Decision	<ul style="list-style-type: none"> Engagement Report submitted to the Minister for decision on the Code Amendment. On-going updates (when available) on the Code Amendment process will be provided on Council's dedicated YourSay website and through the SA Planning Portal.
9.	Communicate Decision	<ul style="list-style-type: none"> Following a decision of the Code Amendment by the Minister communicate decision through Council's YourSay website and through the SA Planning Portal and in writing to all persons who provided written submissions.

Table 4 – Community Engagement Plan

13. Applying the Charter principles in practice

The South Australian Community Engagement Charter outlines five principles that describe what is important when engaging on the establishment or amendment to planning policy, strategies or schemes. **Table 5** outlines how the Code Amendment Engagement process will align with these principles.

Charter principle	How does your engagement approach/activities reflect this principle in action?
Engagement is genuine	<ul style="list-style-type: none">• Provide clear and concise information on the draft Code Amendment to ensure community understanding of the Code Amendment process and the planning policy proposed in the draft Code Amendment.• Provide opportunity for stakeholders and the community to identify their issues through a submission which will be reviewed and considered before finalising the Code Amendment.
Engagement is inclusive and respectful	<ul style="list-style-type: none">• Provide people the opportunity to participate via website, direct letters and have the opportunity to be heard via written and verbal submission.
Engagement is fit for purpose	<ul style="list-style-type: none">• Provide clear and concise information that is publicly available to ensure people understand what is proposed and how to participate in the Code Amendment engagement process.
Engagement is informed and transparent	<ul style="list-style-type: none">• Provide information (online and hard copy) in basic language clearly articulates the proposal, potential impacts, engagement process and invites feedback/participation.• Prepare at the end of the enagement process an Engagement Report to summarise the feedback received and how it has been used to inform any amendments to the draft the Code Amendment for a decision of Council and then to the Minister.
Engagement is reviewed and improved	<ul style="list-style-type: none">• The Code Amendment Engagement process is evaluated and mesuared at the conclusion of the engagement process and reported on in the Engagement Report.

Table 5 - Alignment of engagement activities against the Charter's Principles

14. Evaluation

At the completion of the engagement, all participants will be invited to assess the success of the engagement against performance criteria one to four, below. The project manager, with assistance from communications and engagement specialists, will assess the success of the engagement against criteria five to nine. This evaluation will be included in the statutory report (section 73(7) of PDI Act) that is sent to the State Planning Commission and the Minister for Planning and which details all engagement activities undertaken. It will also be referenced in the Commission Report (section 74 (3)(b) that is issued to the Governor of South Australia and the Environment Resources and Development Committee of Parliament. Any issues raised about the engagement during the engagement process will be considered and action will be taken if considered appropriate.

#	Charter criteria	Charter performance outcomes	Respondent	Indicator ²	Evaluation tool ³ Exit survey / follow-up survey	Measuring success of project engagement
1	Principle 1: Engagement is genuine	<ul style="list-style-type: none"> People had faith and confidence in the engagement process. 	Community	I feel the engagement genuinely sought my input to help shape the proposal	Likert scale - strongly disagree to strongly agree	Per cent from each response.
2	Principle 2: Engagement is inclusive and respectful	<ul style="list-style-type: none"> Affected and interested people had the opportunity to participate and be heard. 	Community	I am confident my views were heard during the engagement	Likert scale - strongly disagree to strongly agree	Per cent from each response.
3	Principle 3: Engagement is fit for purpose	<ul style="list-style-type: none"> People were effectively engaged and satisfied with the process. People were clear about the proposed change and how it would affect them. 	Community	I was given sufficient information so that I could take an informed view.	Likert scale - strongly disagree to strongly agree	Per cent from each response.
				I was given an adequate opportunity to be heard	Likert scale - strongly disagree to strongly agree	Per cent from each response.
4	Principle 4: Engagement is informed and transparent	<ul style="list-style-type: none"> All relevant information was made available and people could access it. People understood how their views were considered, the reasons for the outcomes and the final decision that was made. 	Community	I felt informed about why I was being asked for my view, and the way it would be considered.	Likert scale - strongly disagree to strongly agree	Per cent from each response.
5	Principle 5: Engagement processes are reviewed and improved	<ul style="list-style-type: none"> The engagement was reviewed and improvements recommended. 	Project Lead	Engagement was reviewed throughout the process and improvements put in place, or recommended for future engagement	<ul style="list-style-type: none"> Reviewed and recommendations made Reviewed but no system for making recommendations Not reviewed 	Per cent from each response.
6	Engagement occurs early	<ul style="list-style-type: none"> Pre-statutory engagement occurred before the release of the draft Code Amendment to inform directly affected landowners, adjacent landowners and wider community that the Code Amendment process has been initiated and the next steps forward in the process. 	Project Lead	Engagement occurred early enough to make stakeholders aware of the process initiated.	<ul style="list-style-type: none"> Engaged when there was opportunity for input into the draft Code Amendment 	Per cent from each response.
7	Engagement feedback was considered in the development of planning policy, strategy or scheme	<ul style="list-style-type: none"> Engagement contributed to the substance of the final draft Code Amendment for decision. 	Project Lead	Engagement contributed to the substance of the final plan	<ul style="list-style-type: none"> In a significant way In a moderate way In a minor way Not at all 	Per cent from each response.
8	Engagement includes 'closing the loop'	<ul style="list-style-type: none"> Engagement included activities that 'closed the loop' by providing feedback to participants/ community about outcomes of engagement 	Project Lead	Engagement provided feedback to community about outcomes of engagement	<ul style="list-style-type: none"> Formally (report or public forum) Informally (closing summaries) No feedback provided 	Per cent from each response.
9	Charter is valued and useful	<ul style="list-style-type: none"> Engagement is facilitated and valued by planners 	Project Lead	Identify key strength of the Charter and Guide Identify key challenge of the charter and Guide		

Table 6 - Evaluation

15. Closing the loop and reporting back

How will you respond to participants?	Who's responsible?	When will you report back?
Receipt of written submissions received during the consultation process.	The City of Charles Sturt.	On receipt of a written submission provide a written acknowledgement.
Letter or email participants who provided a written submission with an opportunity to participate in an evaluation survey(post consultation process) to inform the Engagement Report		At the end of the consultation process and Public Meeting.
Prepare an Engagement Report and make it available to stakeholders and the community via Council's website		The release of the Agenda containing the Engagement Report for the City Services Committee on the Thursday before the Committee meeting.
All stakeholders who provided a written submission will be directly notified in writing by letter and / or e-mail.		Following a decision of Council on the Engagement Report on the draft Code Amendment.
Publish the Engagement Report on the PlanSA website (mandatory)		Post decision by Council.

Table 7 – Closing the loop and reporting back